

Request for Proposal

For Engagement of Agency for

Supply of Security Personnel

Administration Department
Head Office, National Housing Bank
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi - 110 003
Phone: 011-24611070
E-Mail: souravs@nhb.org.in

Note:- Technical bids will be opened in the presence of bidders who choose to attend.

<u>BID DETAILS</u>		
1.	Date of commencement of collection of Bid Documents	05/04/2014
2.	Last date and time for collection of Bid Documents	01/05/2014 17.00 hrs
3.	Last date and time for receipt of Bid Documents	01/05/2014 17.00 hrs
4.	Date and Time of opening of Technical Bid	02/05/2014 12.00 hrs
5.	Earnest Money Deposit Amount	Rs. 25,000/- (refundable) (Rs. Twenty Five Thousand Only)
7.	Place of opening of Bids	National Housing Bank, Head Office Administration Department Core 5-A, 4th Floor, India Habitat Centre, Lodhi Road, New Delhi - 110003

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1. ABOUT NATIONAL HOUSING BANK

National Housing Bank (NHB), a statutory organization is wholly owned subsidiary of the Reserve Bank of India. NHB is an Apex Financial Institution formed under the Act of the Parliament with a mandate for Promotion, Development and Regulation of the Housing Finance Sector.

Apart from regulating the housing finance companies (HFC), NHB also extends financial support by way of equity participation in HFCs and refinance facility to financial institutions such as Banks, HFCs, Co-operative Sector Institutions, Housing Agencies, etc. benefiting the masses both in urban and rural areas.

The head office of NHB is located in New Delhi and it has a regional office located at Mumbai and representative offices at Ahmedabad, Bangalore, Chennai, Hyderabad, Kolkata , Lucknow, Patna, Bhopal, Bhubaneswar, and Nagpur.

2. REQUIREMENT DETAILS

To ensure security at National Housing Bank (hereinafter referred to as the Bank or NHB) Head Office located at India Habitat Centre and its Officer's Quarters located at Jangpura Extn., New Delhi, deployment of security guard on 24X7 basis at both the places are required. NHB also requires a supervisor who will supervise all engaged security personnel deployed by the selected agency at Bank's premises and its Staff quarters. Bank requires one security personnel at 5th floor and two security personnel on 3rd & 4th floor of the Bank's Office premises respectively. Further, the security agency also requires to deploy four security personnel at Bank's staff quarters located at Jangpura Extn., New Delhi. All security guards are to be deployed on 24X7 basis. Any increase in the requirement of security personnel will be informed by the Bank as and when required.

In case of new requirement, additional security personnel should be provided by the selected agency within seven days of placement of the requirement. For

any withdrawal of security personnel, the Bank will give one month notice. There should be inter-organizational rotation in the duty of the individual security personnel so that one should not serve the Bank more than six months at a stage. However the same security guard may be redeployed in the Bank with a gap of minimum one month if otherwise the service of the security personnel is found satisfactory.

3. TERMS & CONDITIONS

a. Security Supervisor

Sl. No.	Details	
1.	Designation	Security Supervisor
2.	Job Responsibility	Will be responsible for securing Bank premises from any unauthorized access of premises/staff quarters and their safety overall.
3.	Qualification & Skills	Graduate (preference Ex Servicemen/ Military/ Airforce /Navy/Police etc) (Skilled labour as per the rules of Delhi Government.
4.	Male or Female	Male
5.	Experience	Minimum 15 year experience of supervising security personnel.
6.	Timing	Regular shift(9 hours)
7.	Age	Less than 60 years
8.	Personal Details	The organization should furnish the following respect of staff provided by them. <ul style="list-style-type: none"> 1. Name 2. Age 3. Qualification 4. Address - Local 5. Address - permanent 6. Certificate to the effect that no criminal case is pending/history against the staff provided.

b. Security Guard

Sl. No.	Details	
1.	Designation	Security Guard*
2.	Job Responsibility	Will be responsible for securing Bank premises from any unauthorized access of premises/staff quarters and their safety overall.
3.	Qualification & Skills	Non-Matriculation (Preferably minimum 8th standard pass) (Unskilled labour as per the rules of Delhi Govt).
4.	Male or Female	Male
5.	Experience	Minimum 3 year experience of working as Security Guard with knowledge and experience of General Record Keeping.
6.	Shift (Timing)	The Office/Staff quarters are required to be secured on 24 X 7 basis. However, the security guards are required to come in shifts as per the maximum time-limit of duty prescribed by Government.
7.	Provision against staff on leave	Replacement is to be provided by the selected agency to ensure security of the office/staff quarter premises.
8.	Age	Less than 60 years (Preferably less than 50 years)
9.	Change of Staff	If in the opinion of NHB, a particular security staff is not suitable, he would have to be replaced within 15 days of written intimation by NHB. The suitability and performance will be solely assessed by NHB.

10.	Personal Details	<p>The organization should furnish the following respect of staff provided by them.</p> <ol style="list-style-type: none"> 1. Name 2. Age 3. Qualification 4. Address - Local 5. Address - permanent 6. Certificate to the effect that no criminal case is pending/history against the staff provided.
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**All security guards/supervisor should be medically fit and should not have any contagious disease. A medical certificate in this regard is to be submitted by the security agency for each guard to be deployed the Bank's premises/Bank's staff quarters at Jangpura.*

Note: The selected agency has to ensure the following:

- i. Should have license from outsourcing of security staff from Labour commission, Govt. of India.
- ii. Ensure Police verification of all security staff and security supervisor.
- iii. Enrollment of its staff for PF, Gratuity, ESI etc. (all statutory requirements as prescribed by the Govt. of India.

4. CONTRACT PERIOD:

The contract will be valid for three years subject to yearly review and Agency/ security personnel being found satisfactory by the Bank

5. PAYMENT TERMS:

- I. The wages of Security Personnel will be given by the Bank as per the wages defined for unskilled labour by the state government.
- II. For supervisor, Bank will pay wages as per the wages defined for skilled labour and conveyance charges will be paid seperately.
- III. Further Bank will pay washing allowance, Leave, special allowance, PF, ESIC, Gratuity & Bonus as per standard rule.
- IV. Monthly Bills to be raised by the vendor on National Housing Bank and the payment would be made on monthly basis after deduction of applicable taxes in accordance with the provision of income tax act / rules on the subject.

6. PENALTY CLAUSE

- I. In case of delay in reporting to work, per day Rs. 1000 will be deducted from monthly bill payment up to 15 days and beyond 15 days, Bank at its own discretion, may also cancel the contract.
- II. In case of theft, Bank reserves the right to recover the amount from the selected agency.

7. INSTRUCTION TO BIDDERS

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk.

- The security personnel engaged for the services shall be employees of the selected agency and there will be no liability of the Bank.
- No binding legal relationship will exist between any of the Respondents and Bank until execution of a contractual agreement.
- Each Bidder acknowledges and accepts that Bank may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible vendor(s). The RFP document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by the bidder.
- The bidder will, by responding to Bank for RFP, be deemed to have accepted the terms of this Introduction and Disclaimer.
- Bidders are required to direct all communications related to this RFP, through the Nominated Contact person:

Contact : Sourav Seal
Position : Asst. General Manager
Email : souravs@nhb.org.in
Telephone : +91 - 11 - 24611070
Fax : +91 - 11 - 24611070

- Bank may, in its absolute discretion, seek additional information or material from any bidder after the RFP closes and all such information and material provided must be taken to form part of that bidder's response.
- Bidders should provide details of their contact person, telephone, fax, email and full address(s) to ensure that replies to RFP could be conveyed promptly.
- If Bank, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then Bank reserves the right to communicate such response to all Respondents.
- Queries / Clarification if any, may be sought from the contact persons detailed above before the deadline for submission of bids, between 10.00 am to 5.00 pm on any working days (Monday to Friday except holidays).
- Bank may, at its absolute discretion, engage in discussion or negotiation with any Bidder (or simultaneously with more than one Bidder) after the RFP closes, to improve or clarify any response.
- Bank will notify all short-listed Bidders in writing or by mail or by publishing in its website as soon as decision is taken on the outcome of their RFP. Bank is not obliged to provide any reasons for any such acceptance or rejection.
- The bids qualifying the Minimum Eligibility Criteria will be eligible for further evaluation and subsequently the bids which qualify both Minimum Eligibility Criteria and Technical Evaluation Criteria will be eligible for Commercial Evaluation.

8. Earnest Money Deposit

The bidder has to submit earnest money deposit of Rs. 25,000 (Rs. Twenty Five Thousand only) (The EMD of unsuccessful bidder shall be refunded after completion of tendering process and the EMD of the selected vendor shall remain with NHB as security deposit during the period of execution of contract for which no interest will be paid on the EMD. The security deposit shall be released only after successful completion/satisfactory execution of the contract.) by way of an e-payment in favour of **National Housing Bank**. The Accounts details are given below:

1. *Beneficiary Name:* National Housing Bank
2. *Beneficiary Address:* Core 5A, 4th Floor, India Habitat Centre, Lodhi Road, New Delhi 110 003
3. *Beneficiary Bank Name:* State Bank of Hyderabad
4. *Beneficiary Bank Branch Address:* Pragativihar Delhi Branch, Ground Floor, Core-6, Scope Complex, Lodhi Road, New Delhi - 110 003
5. *Type of Bank Account:* Current account
6. *Beneficiary Bank A/C No:* 52142903844
7. *IFCS code of Bank branch:* SBHY0020511
8. *MICR No.:* 110004005

The proof of the payment should be enclosed and put in the envelope containing the Technical Bid; in the absence of which the bid may not be considered for further evaluation. The bidders are also required to submit ECS Mandate Form as enclosed in Annexure-E.

- The EMD security may be forfeited:
 - If a Bidder withdraws its bids during the period of bid validity
 - If a Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of the contract
 - In case of successful Bidder, if the Bidder fails to Sign the contract.

8.1 Language of Bid

The bid prepared by the Bidders, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be written in English.

8.2 Masked Commercial Bid

The bidder should submit a copy of the actual price bid (as per the format specified by Bank) being submitted to NHB by masking the actual prices. This is mandatory. The bid may be disqualified if it is not submitted by masking it properly. Bank reserves the right to cancel the bid at the time of commercial evaluation, if the format/detail (except price) of 'Masked

Commercial Bid' does not match with the format/detail of actual Commercial Bid submitted.

8.3 Cost of Bidding

The bidder shall bear all the costs associated with the preparation and submission of bid and Bank will in no case be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

8.4 Bidding Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of its bid without any further reference to the bidder.

8.5 Amendment to Bidding Documents

At any time prior to the last Date and Time for submission of bids, the Bank may, for any reason, modify the Bidding Document by amendments at the sole discretion of the Bank. All amendments shall be uploaded on Bank's website.

In order to provide, prospective bidders, reasonable time to take the amendment if any, into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids.

8.6 Period of Validity

Bids shall remain valid for **six months** from the date of its opening, as prescribed by the Bank. A bid valid for shorter period shall be rejected by the Bank as non-responsive.

8.7 Bid Currency

Prices shall be expressed in Indian Rupees only.

8.8 Submission of Bids

The bidders shall duly seal each envelope with RED LAC SEAL (Wax Seal) and place both the envelopes in a third envelope, which shall also be only sealed with red lac.

The bid should be addressed to Bank at the following address up to the time and date mentioned on page 2 of this document.

Asst. General Manager
Administration Department
National Housing Bank,
Head Office
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi – 110003

8.9 Late Bids

Any bid received by the Bank after the due date of submission of bids will be rejected and/or returned unopened to the Bidder, if so desired by him.

8.10 Modifications and/or Withdrawal of Bids

- Bids once submitted will be treated, as final and no further correspondence will be entertained on this.
- No bid will be modified after the due date of submission of bids.
- No bidder shall be allowed to withdraw the bid, if the bidder happens to be a successful bidder.

8.11 Content of Documents to be Submitted

6.11.1 Documents required in Technical Bid Envelope (Sealed Cover):

- i. Undertaking Letter as per part "I" of Annexure - 'A'.
- ii. Bidder's information as per part "II" of Annexure-'A'.
- iii. Compliance Statement Declaration - Annexure-'B'
- iv. Pre-Qualification Criteria - Annexure - 'C'
- v. Format for Commercial Bid Annexure - 'D', Part - I
- vi. ECS Mandate Format - Annexure - 'E'

6.11.2 Documents required in Commercial Bid Envelope (Sealed Cover):

- i. Commercial offer: The offer should be as per commercial bid format in Annexure 'D' Part - I and should be **all-inclusive, including taxes and other Govt. levies etc.** In case of any variation (upward or down ward) in Government levies/taxes/duties etc. up-to the date of invoice, the benefit or burden of the same shall be passed on or adjusted to the Bank.

9. BIDDING PROCESS (TWO STAGES)

For the purpose of the present job, a two-stage bidding process will be followed. The response to the RFP will be submitted in two parts:

- Technical bid Part I
- Commercial bid Part II

The bidder will have to submit the Technical bid and Commercial portion of the bid separately in two separate red lac-sealed envelopes (wax seal), duly super scribing "**Quotation for Engagement of Security Agency for Supply of Security Personnel**", "**TECHNICAL BID**" or "**COMMERCIAL BID**" as the case may be.

TECHNICAL BID shall not contain any pricing or commercial information.

The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized by him. The authorization shall be indicated

by a written power of attorney accompanying the Bid. All pages of the Bid shall be initialed by the person(s) signing the Bid.

The Bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections shall be initialed by the person(s) signing the Bid.

10. BID OPENING AND EVALUATION

The Bank will open the technical bids, in the presence of Bidders representative who choose to attend, at the time and date mentioned in Bid document at the address mentioned at **point no. 6.8** in "Bid Details".

The bidders or their representatives who are present shall sign register as an evidence of their presence. In the event of the specified date of bid opening being declared a holiday for Bank, the bids shall be opened at the appointed time and place on next working day.

In the first stage, only TECHNICAL BID will be opened and evaluated. Bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed. In the second stage, the COMMERCIAL BID of short-listed bidders will be opened. Bank reserve right to accept or reject any technical bid without assigning any reason thereof. Decision of the Bank in this regard shall be final and binding on the bidders.

Commercial bids of those bidders whose technical bids are found suitable by the Bank shall only be opened.

11. CLARIFICATIONS ON BIDS

To assist in the examination, evaluation and comparison of bids the Bank may, at its discretion, ask the bidder for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

12. PRELIMINARY EXAMINATION

The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information has been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

The bid determined as not in order as per the specifications will be rejected by the Bank.

13. CONTACTING THE BANK

Any effort by bidder to influence the Bank in the Bank's bid evaluation, bid comparison or contract award decision may result in the rejection of the Bidders' bid. Bank's decision will be final and without prejudice and will be binding on all parties.

14. BANK'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The Bank reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the Bank's action.

Bank reserves the right to select more than one bidder keeping in view its large requirements.

15. SIGNING OF CONTRACT.

The successful bidder(s) to be called as vendor, shall be required to enter into a Service level Agreement (SLA) with the Bank, within 7 days of the award of the tender or within such extended period as may be specified by the Bank.

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Part - I:

Letter to be submitted by bidder along with bid documents

To
The Deputy General Manager
Administration Department
National Housing Bank,
Head Office
Core 5-A, 4th Floor, India Habitat Centre, Lodhi Road,
New Delhi - 110003

Sir

Reg: Our bid for Engagement of Security Agency for supply of Security Personnel

We submit our Bid Document herewith.

If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

We understand that if our Bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

We understand that you are not bound to accept the lowest or any bid received by you, and you may reject all or any bid; you may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.

We understand that the names of short listed bidders after the completion of first stage (Technical Bid) and the name of the successful bidder to whom the contract is finally awarded after the completion of the second stage (Commercial Bid), shall be communicated to the bidders either over phone/e-mail/letter.

Dated at _____ / _____ day of _____ 200_.

Yours faithfully,

For _____

Signature _____

Name _____

Address _____

(Authorised Signatory)

Part - II

Bidder's Information

DETAILS TO BE FURNISHED		
1.	No. of Security Personnel Provided to various organizations	Please provide break up for the last three years organization wise and year wise. The same may please be provided for public sector and private sector respectively. The details may be provided in the format mentioned in Table 1 given below.
2.	Turnover of the Company	2010-11 2011-12 2012-13

Table 1

Sr. No.	Name of Organisation	No. of. Security staff deployed	Period of deployment	
			Start date of Contract Period	End date of Contract Period

COMPLIANCE STATEMENT
DECLARATION

Terms and Conditions

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

Signature:

Seal of company

Technical Specification

We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you with the following deviations

List of deviations

1) _____

2) _____

3) _____

4) _____

(If left blank it will be construed that there is no deviation from the specifications given above)

Signature:

Seal of company

Pre-Qualification Criteria

1. The bidding organization must be a limited company.
2. The organization's headquarter / registered office must be located in Delhi
3. The organization must have supplied at least 10 guards to a company located in Delhi.
4. The organization must be in business of supplying security guards at least for 5 years.
5. Organization must be ISO 9001:2000 certified. This implies that it is a process driven company.
6. Minimum average turnover of the organization for the last 3 years must be 6 cr.
7. The company must have supplied security personnel in at least one Govt. / PSU organizations (excluding NHB) in last 3 years.
8. The agency must have at least 50 security personnel on its roll.

Note: The bidding company is required for providing documentary proof against each of the pre-qualification criteria failing which the bid document may be rejected.

FINANCIAL BID FORMAT

Part - I

Sr. No.	Particulars	Percentage
1.	Service Charge as a percentage of total wages to be paid by the Bank to Security Personnel and Security Supervisor	
2.	Any other charges (to be defined as a percentage of total wages to be paid by the Bank)	
Total		

Note : Percentage quoted in commercial bid is to be all inclusive.

“ L1 Criteria - The minimum total percentage (i.e. total of service charges + other charges) as given in commercial bid will be considered for computing L1”

Annexure - E

ECS MANDATE

**FORM FOR PROVIDING DETAILS OF BANK ACCOUNT FOR CREDIT OF PAYMENT
FROM NATIONAL HOUSING BANK**

(Please fill in the information in CAPITAL LETTERS)

1. Name of the vendor/supplier _____

2. Address of the vendor/supplier _____

City _____ Pin Code _____

E-mail id _____

Phone / Mobile No. _____

Permanent Account Number (PAN) _____

Service Tax Registration No. _____

TIN No. _____

3. Particulars of Bank Account

A. Name of Account same as in the Bank _____

B. Name of the Bank _____

C. Name of the Branch _____

D. Address of the Branch with Tel No. _____

E. Account No. (appearing in Cheque book) _____

F. Account Type (SB, Current, etc.) _____

G. MICR No. _____

H. IFSC Code of the bank branch
(to be obtained from the respective branch) _____

I/We hereby authorize National Housing Bank to credit payment(s) to my/our above bank account by ECS. # (#ECS will accepted on centers where the facility is available).

I/We hereby declare that the particular given above are correct and complete. If the transaction is delayed or not effected at all by ECS for reasons of incomplete or incorrect information, I/we would not hold National Housing Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through RTGS/NEFT.

I also agree that without prejudice to the generality of the foregoing, in the event National Housing Bank is not able to carry out the ECS instructions given by me, National Housing Bank may make such arrangements for payment as deemed appropriate by it, for effecting the transaction.

Place:

Date:

Authorized Signatory/ies

Certified that the particulars furnished above are correct as per our records.

Bank's Stamp:

Date:

Signature of the Authorized Official of the Bank